

DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY MATERIEL COMMAND  
5001 EISENHOWER AVENUE, ALEXANDRIA, VA 22333-0001

AMC PAMPHLET  
NO. 715-16

8 December 1999

CONTRACTOR PERFORMANCE CERTIFICATION PROGRAM, (CP)<sup>2</sup>2000

1. Purpose. To describe the U.S. Army Materiel Command (AMC) supplier partnership process (see appendix A), called the Contractor Performance Certification Program, (CP)<sup>2</sup>2000, and establish a strategy to implement, sustain and continuously improve the program. The (CP)<sup>2</sup>2000 will be used to partner with AMC suppliers to establish and maintain their world-class quality management system (QMS) by identifying, assessing, and promoting implementation of attributes consistent with best commercial practices. By promoting incorporation of such attributes into a supplier's QMS, (CP)<sup>2</sup> 2000 will help assure the delivery of world-class quality products and services to the soldier.

2. Scope. This pamphlet applies to Headquarters, AMC and its major subordinate commands (MSCs). Cooperation with Army Program Executive Offices (PEOs) and Program/Project Management Offices (PMOs) and the Defense Contract Management Command (DCMC) is required to implement the terms of this pamphlet. This pamphlet is applicable to all current and potential suppliers associated with AMC acquisitions for research and development, production, and maintenance.

3. General.

a. The (CP)<sup>2</sup>2000 is a voluntary, noncontractual partnership program that promotes the establishment and maintenance of an effective, fully deployed QMS, using best commercial practices. Such a QMS leads to the delivery of world-class quality products and services. QMS assessments will be conducted IAW the guidance provided in the AMC HANDBOOK 715-16. The assessor's guideline will be issued & controlled by the AMC.

b. Implementing the (CP)<sup>2</sup>2000 involves up-front coordinated planning by the MSCs, their suppliers, their customers, and DCMC or the cognizant contract administration organization (CAO).

c. The (CP)<sup>2</sup> 2000 program goal is to accomplish the certification process at a given facility within a timeframe agreed to by the facility. MSCs are committed to a goal of one year. The

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\*This Pamphlet supersedes AMC-P 715-16, 15 August 1995  
process begins with the initial or baseline assessment and concludes  
with closeout of all corrective action requests and customer concurrence.

d. The (CP)<sup>2</sup> 2000 stresses:

(1) A multi-disciplined team approach to quality management throughout the acquisition life cycle by the MSCs and their suppliers.

(2) A supplier's top management responsibility for commitment, continuous improvement, and constancy of purpose throughout their participation in the (CP)<sup>2</sup> 2000.

(3) Recognition of the crucial role of the cognizant DCMC/CAO organization to effectively implement a coordinated management strategy at a supplier's facility.

(4) A single, robust facility-wide QMS, of the supplier's own choosing and consistent with the philosophy of Single Process Initiative (SPI).

e. Suppliers who demonstrate an institutionalized commitment to quality, continuous improvement, and customer satisfaction have the best chance for successful participation in the program. This commitment will include both management and day-to-day processes and activities that are directed toward achieving and maintaining world-class, best commercial practices and are consistent with the tenets of recognized commercial, national or international quality system standards.

#### 4. Objectives.

a. Support Department of Defense (DoD) acquisition reform principles, with emphasis on the following:

(1) Manage risk through commitment to quality, customer focus, and continuous improvement.

(2) Partner and team with industry.

(3) Achieve quality with statistical techniques rather than with end item inspection.

(Reference: Defense Acquisition University pamphlet "Acquisition Reform Guiding Principles")

b. Promote the development of a recognized cadre of suppliers who have adopted quality management practices, processes, and activities that lead to high quality products and services.

c. Encourage top management/corporate commitment to quality, customer satisfaction and continuous improvement.

d. Ensure that product quality is as important as cost and schedule.

e. Reduce business risk for both the government and the recognized supplier through greater insight, resulting in less government oversight.

f. Provide an opportunity to strengthen the partnership effort between government and industry.

g. Cultivate a world-class industrial base.

h. Obtain confidence in a supplier's performance, through objective knowledge and information gained from the teaming process associated with (CP)<sup>2</sup>2000, that can be considered during source selection.

i. Support the Small Business Administrations goal to increase opportunities for small business success by promoting the development of advanced quality practices as a strategy for increasing small business procurement opportunities with AMC

j. Provide an opportunity to strengthen the partnership effort between Government and industry through continuous evaluation and improvement of the benefits provided to both parties.

#### 5. Value to Suppliers.

a. Recognition by the customer.

b. Assistance in establishing and maintaining a world-class QMS.

c. Mutual confidence and trust between supplier and government increased by teaming and partnering throughout the (CP)<sup>2</sup> 2000 process.

d. Consistent with commercially, nationally and internationally recognized best commercial practices.

e. Increases morale of supplier personnel.

f. An effective recognition and incentive tool for supplier personnel management.

g. Potential for reduction of government oversight, including fewer assessments.

h. Reduction in cost of quality to include scrap, rework, and Material Review Board actions.

i. Good public relations.

j. Enhanced competitive position.

k. Prepares supplier for commercial quality registrations.

#### 6. Responsibilities.

a. The HQ, AMC is responsible for:

(1) Establishing the program and implementing this pamphlet.

(2) Coordination of this pamphlet with DCMC, DoD components and other interested government and industry entities.

(3) Periodic reviews of the program based upon MSC provided metrics.

b. Each MSC Commander is responsible to insure a (CP)<sup>2</sup> 2000 is established and executed in a manner consistent with this pamphlet.

c. Each MSC shall insure:

(1) That all suppliers who provide a product or service to/for the government, or have a reasonable expectation of doing so, are eligible to be considered for certification.

(2) That the program is voluntary and suppliers must request entry.

(3) Uniform implementation/execution so that certifications are mutually accepted and recognized.

(4) Coordination with PEOs/PMOs, other MSC stakeholders, customers, and the cognizant DCMC/CAO organization throughout the process.

(5) The maturity of a supplier's QMS is considered when allocating resources and executing assessment activities.

(6) A pro-active approach in monitoring the supplier's progress towards certification.

(7) That all participants (MSCs, PEOs/PMOs, customers, DCMC/CAO and supplier) understand the scope of the certification throughout the certification process.

(8) Prior to certification, that all participants agree upon a continuous improvement plan to provide direction for post-certification activities.

(9) That certification shall occur when all established performance elements are met and all customers concur.

(10) The Memorandum of Agreement (MOA) executed between AMC, DCMC/CAO and a supplier delineates the responsibilities of all parties throughout the post-certification period.

(11) That, upon certification, the MSC and DCMC/CAO adjusts oversight activities commensurate with the insight gained through the certification process and the post-certification period.

(12) That, through MSC/customer/DCMC/CAO coordination and participation in the certification process, the number of overall audits are reduced and other audit data is

leveraged to the maximum practical extent to streamline/reduce the overall supplier assessment burden.

(13) Suppliers can withdraw from the program at any time.

d. All MSCs shall work collectively to:

(1) Institute practices that insure all other MSCs recognize a certification by one MSC.

(2) Establish and maintain uniform metrics for HQ, AMC periodic reviews (i.e., reportable program metrics to AMC).

(3) Ensure that certification status will be adjusted in a consistent manner to preserve the AMC-wide integrity of the program.

(4) Continuously improve the program.

7. Performance elements. The certified supplier should be able to demonstrate compliance to the following attributes through empirical data such as metrics, test results, etc. or management action:

a. Evidence of having consistently produced and delivered goods or services conforming to customer expectations.

b. Compliance to an effective, fully deployed QMS as described in the AMC assessor's guideline.

c. Effective management controls.

d. Design control in research and development.

e. Use of effective statistical techniques for both procured and manufactured material.

f. An aggressive and continuous effort to plan for and improve quality and productivity.

g. Establishment of a support system responsible for ensuring customer satisfaction and feedback.

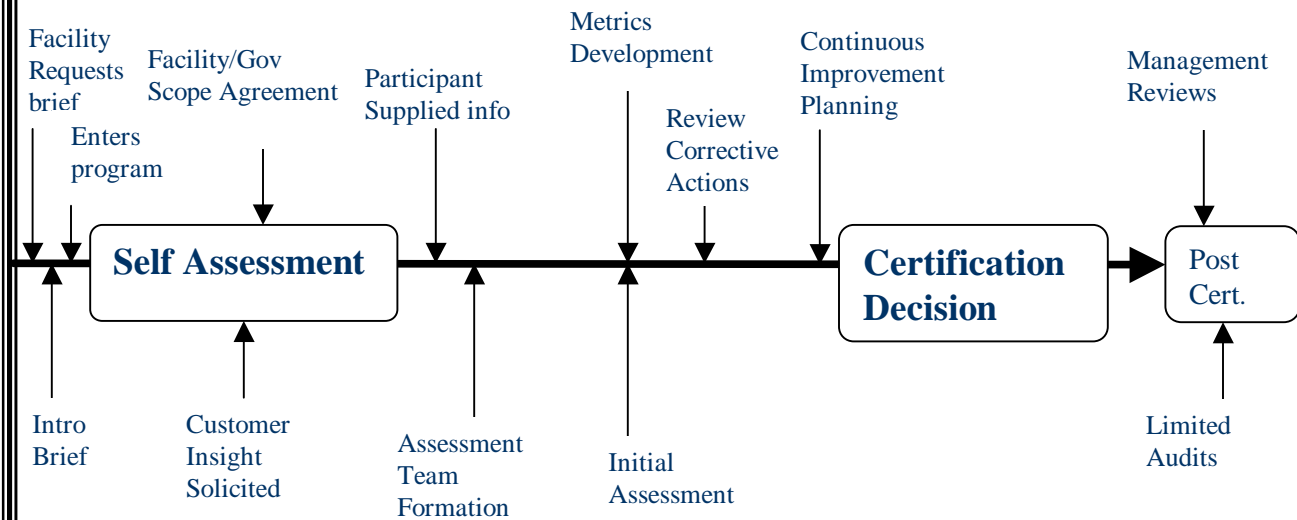
h. Superior system performance in the field.

i. Demonstrated management commitment to customer satisfaction and continuous improvement.

j. Knowledge and control of processes and the ability to measure improvement.

8. Suggestions for refinement may be sent to Headquarters, Army Materiel Command, Attn: AMCRD-RDA-AI, 5001 Eisenhower Avenue, Alexandria, VA 22333-0001

## (CP)<sup>2</sup>2000 Process Milestones



### NOTES:

1. Facility requests (CP)<sup>2</sup>2000 briefing. Conducted on-site with facility senior management in attendance.
2. Briefing conducted by appropriate MSC.
3. Facility commits in writing & initiates self-assessment.
4. Scope of certification agreed upon by facility/MSC. (CP)<sup>2</sup>2000 certification process time goal established.
5. Facility customers notified of facility commitment. Customer input sought on facility history.
6. Facility supplies documented self assessment & corrective action plan. End date for corrective action implementation serves as approximate start date for initial assessment.
7. Assessment team formed. All customers invited to participate.
8. Initial assessment scheduled. Metrics development begins prior to or during initial assessment.
9. Corrective actions are reviewed onsite/offsite depending on significance.
10. Certification occurs when all corrective actions and customers satisfied.
11. Facility begins CIP process and preparation for initial management review.
12. Decision made on certification. Input sought from all customers. Ceremony conducted.
13. Post certification activities begin; Bi-annual metrics submission & Annual Management Reviews.